



# Employee Assistance Program

September 2010

Future publications will be available on-line

Special points of interest:

- EAP Website
- EAP Office location
- EAP Workshops
- On-line EAP Newsletter

## Inside this issue:

**20 Ways to Use Your EAP** 1

**10 Communication Building Skills** 1

**Conflict Resolution** 2

**Diet Myths** 2

**Managing Anxiety** 3

**Tips on Talking to Kids** 3

**EAP Mission** 4

**12 Gasoline Saving Tips** 4

## 20 Ways to Use Your EAP

The Employee Assistance Program (EAP) is free and confidential resource for you and your family. It helps you manage issues that could or are negatively impacting work or personal life. The EAP provides an individual assessment, support, and if needed, referrals to additional resources.

Below are 20 ways you and your family can take advantage of the EAP Program.

1. Money management /financial problems
2. An adolescent who is using drugs or alcohol
3. Support in deciding on proper care for elderly parents
4. A child who has a behavioral problem at home or at school
5. Anxiety or depression
6. Domestic violence
7. Feelings of being overwhelmed
8. Learning to be more assertive
9. Clarifying important life decisions and problem solving
10. Dealing with the loss of a loved one
11. Managing stress
12. Feelings of loneliness
13. Recognizing a substance abuse problem
14. Resources for marital counseling
15. Ways to improve

16. your self-esteem
16. A gambling problem
17. Support when living with a person who abuses alcohol or drugs
18. Help with learning positive communication skills
19. Adjusting to a divorce or separation
20. Personality conflicts at home or at work.

*To make an appointment or receive a consultation, contact the EAP Coordinator, Cris Zamora, at 414-286-3145.*

## 10 Communication Building Skills

1. Repeat what you thought you heard.
2. Acknowledge verbally and non-verbally that you are listening.
3. Give examples of what you mean.
4. Speaking clearly and distinctly.
5. Maintain a positive attitude. People will be more interested in what you say and hear you out when you have a positive attitude.
6. Listen actively. Listening is the key in developing any type of relationship.
7. Share. Sharing your ideas is a personal effort to relate to others.
8. Build trust. Make them feel more at ease and they will be more likely to exchange ideas.
9. Make a connection. True communication requires a connection between the parties to a conversation.
10. Find a common ground ....start from something you both can agree on.



## Conflict Resolution

We've all been in conflict...

- A fellow employee gets under your skin
- A boss' management style demoralizes you
- A subordinate is constantly defiant

These sorts of conflicts are a normal part of life. The key to proper resolution of these inevitable

conflicts is having a set of rules and practices to tip the momentum of your conflicts toward a mutually beneficial resolution. These tips may go a long way in resolving many different types of conflict.

- 1. Stay Calm**—We are not our best when upset and angry and have a hard time solving problems.
- 2. Choose a Good**

### **Time and Place for Conflict Resolution—**

Find a place free from interruptions and have plenty of time so no one feels rushed.

**3. Focus on the Problem**—Don't focus on the person you are in conflict with. Avoid blaming, name calling and put-downs. Be respectful and accept responsibility for your share of the conflict.

*“Truly Listen to the Other Side—listening carefully with without thinking of your response...is the most important tip for successful conflict resolution.”*

**4. Truly Listen to the Other Side**—listening carefully with without thinking of your response while the other person is still talking is the most important tip for successful conflict resolution.

**5. Explore Resolutions**—Let everyone offer as many solutions as possible.

**6. Commit to the Resolution**—If parties

agree on a solution, follow through with your part of the bargain.

### **Still Unresolved?**

Be honest with yourself. Do you really want to resolve the conflict or does it just seem that way? It may be that the conflict is really serving another purpose.

### **DON'T GIVE UP!**

Build on the cooperation you've established in the

first effort. Go back to step one and acknowledge that there may not be a solution but at least tension has been reduced and communication started. The better one communicates, the more you are able to create a collaborative environment.

Source: <http://ezinearticles.com/?Important-Tips-for-Conflict-Resolution-in-the-Workplace&id=85090>



## Diet Myths

**Diet Myth: Eating red meat is bad for your health and makes it harder to lose weight.**

**Fact:** Eating lean meat in small amounts can be

part of a healthy weight-loss plan. Red meat, pork, chicken, and fish contain some cholesterol and saturated fat (the least healthy kind of fat). They also contain healthy nutrients like protein, iron, and zinc.

**Tip:** Choose cuts of meat that are lower in fat and trim all visible fat. Lower fat meats include: pork tenderloin, beef round, steak tenderloin, sirloin tip, flank steak, extra lean ground beef or pork tenderloin.

## Managing Anxiety

1. **Deep breathing—**  
Focusing on your breathing alone can reduce anxiety. Close your eyes and breath deeply from your nose and exhale from your mouth. Focus on breathing from your stomach, it may help to put your hand there and feel it rise and fall with each breath. If your mind wanders, acknowledge those thoughts and let them drift away.
2. **Good stress vs. bad stress—**Flip the anxiety on its head. Instead of allowing it make you feel stuck, use it as a motivator or sign of what you need to do.
3. **Seek Advise—**  
insignificant tasks and responsibilities. Don't over do it by making too many commitments or promising everything to everybody.
4. **Know when it's happening—**Be aware of how your mind, body and behavior responds to increasing stress. Catching it early gives you a better chance toward success.
5. **Manage anxiety as soon as possible—**  
Stress, problems and worries usually get worse over time if not addressed. Don't let it "snow ball." Exercise, talk with a friend, take a walk or doing something you enjoy.
6. **Don't' carry more then you can—**If possible, scale down with one or two things that went well...or at least not totally bad. "Well, at least \_\_\_\_\_ went ok today."
7. **Be aware of negative tunnel vision—**  
Its almost human nature to remember and focus on just the bad stuff. Try to balance your thoughts
8. Source:[http://www.associatedcontent.com/article/172604/10tips\\_on\\_how\\_to\\_cope\\_with\\_anxiety.html?cat=68](http://www.associatedcontent.com/article/172604/10tips_on_how_to_cope_with_anxiety.html?cat=68)



***“Know when it’s happening—Be aware of how your mind, body and behavior responds to increasing stress...”***

## Tips on Talking to Kids



### **Helpful tips for talking with children about any difficult topic:**

1. Start early. More and more kids are dealing with tougher issues at a younger age.
2. Initiate conversations. Don't always wait for the child to initiate conversations. Instead, use everyday experiences to talk.
3. Create an open environment by being encouraging, supportive and positive.
4. Communicate values. Go beyond just stating the facts and provide explanations with morals/values.
5. Listen to your child. Really listening gives us a better understanding of what child's needs are and builds their self-esteem.
6. Be honest. Honestly builds trust. Sharing all the details may not be appropriate but try not to leave big gaps because they will fill them with their own explanations.

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**City of Milwaukee EAP**

**Employee Assistance Program**

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### **Employee Assistance Mission Statement**

**It is the mission of the Employee Assistance Program (EAP) to assist employees who develop behavioral/medical problems that may directly affect their work performance, and to provide Key personnel with policy and procedural guidelines for the management of these problems.**

### **Labor Management Employee Assistance Program**

#### **Steering Committee**

**The City of Milwaukee Employee Assistance Program is guided and overseen by a Joint Labor and Management Steering Committee comprised of representatives from major departments and unions.**

***The Employee Assistance Program is operated by the City of Milwaukee Department of Employee Relations with the assistance of the Joint Labor and Management Steering Committee.***

### **12 Gasoline Saving Tips**

1. Avoid prolonged warming up of engine, even on cold mornings - 30 to 45 seconds is plenty of time.
2. Don't restart or idle your engine needlessly.
3. Avoid "revving" the engine.
4. Eliminate fast starts. Accelerate slowly when starting from dead stop. Don't push pedal down more than 1/4 of the total foot travel. This allows carburetor to function at peak efficiency.
5. Buy gasoline during coolest time of day - early morning or late evening is best. During these times gasoline is densest. Keep in mind - gas pumps measure volumes of gasoline, not densities of fuel concentration. You are charged according to "volume of measurement".
6. Keep windows closed when traveling at highway speeds. Open windows cause air drag, reducing your mileage by 10%.
7. Inflate all tires to maximum limit. Each tire should be periodically spun, balanced and checked.
8. Remove excess weight from trunk or inside of car. Extra weight reduces mileage.
9. Regular tune-ups ensure best economy.
10. Think ahead when approaching hills. If you accelerate, do it before you reach the hill, not while you're on it.
11. Air conditioners can reduce fuel economy by 10% to 20%. Heater fan, power windows and seats all increase engine load and more fuel.
12. What's your gasoline saving tip? Contact the EAP coordinator with your advise.